

Information Technology Services Newsletter

SUNY BROCKPORT

Volume 19, Number 3

May 2004

New Campus Email System

Beginning in Fall 2004, SUNY Brockport is planning to upgrade the campus e-mail to the SUN Microsystems Java Enterprise system. This high-performance and highly secure email system promises a greater level of security features such as user authentication, session encryption, and content filtering to help prevent the spread of spam and viruses. Along with this new email program comes the **SUN Java System Calendar Server**, an invaluable tool that allows users to easily manage, collaborate, and coordinate appointments, helping to save time, energy, and resources. Also new this fall is the **SUN Java Instant Messaging System**. Similar to AOL's version, the SUN instant messaging system allows for secure communication and collaboration, with instant messaging capabilities such as person-to-person chat, multi-person conferences, news alerts, polls, and file transfers that help to create an enriched collaborative environment.

Web accessibility to email will be retained; faculty and staff will generally be able to maintain their existing mail interface. See page 2 for details.

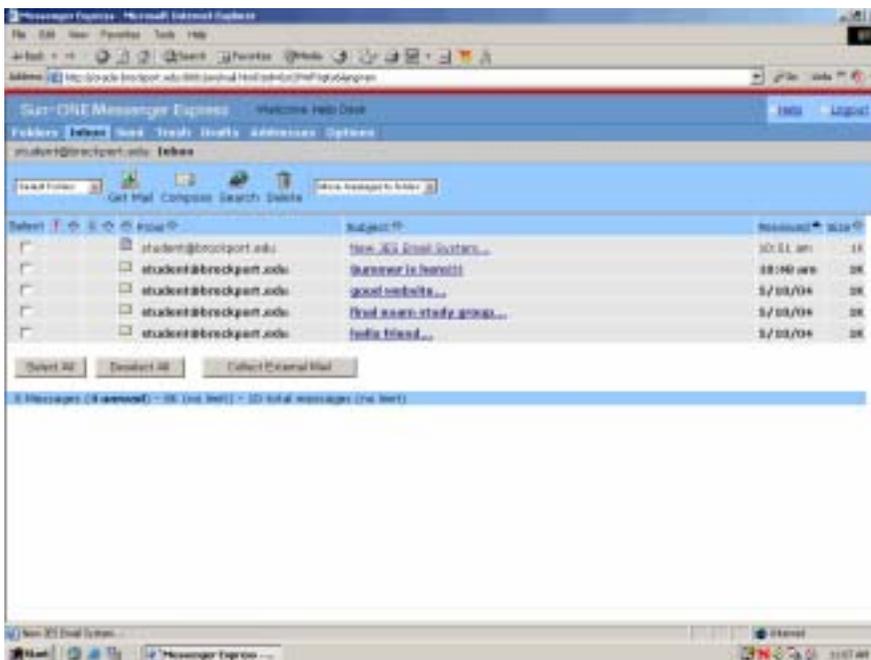


Photo: A sample screenshot of the new SUN Java JES messaging system.

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End Of Semester Maintenance Reminders

What can you do to prepare for the upgrades?

- 1.) Regular PC housekeeping, delete old files, back-up those needed.
- 2.) Remove your name from mailing lists if you will be away for the summer so mail does not pile up.
- 3.) Clean out your cache, bookmarks, etc. to improve efficiency and effectiveness.
- 4.) Delete old mail, particularly personal mail. Remember that email is neither private nor secure, don't keep anything you would be embarrassed to have published on the front page of the newspaper. Computer games, audio files, etc. take up a lot of disk space and are usually not job-related.

JES Email FAQ:

Q: Can I keep my old messages?

A: Yes, you can keep them, although at some point it is expected that ITS will help you move them to a local site. This will allow everyone to start fresh. The new system is a great opportunity to rethink folders and organizational schemes for filing mail.

Q: What exactly is changing?

A: Using the analogy of the U.S. Mail Service, the Post Office is changing. How mail enters the campus, is stored, sorted, and delivered is changing. Most individual mail interfaces are not changing. If you use Netscape, Outlook, Eudora, or most other email clients you will not notice a difference. The exceptions are:

- 1.) **Lotus Notes** - Since JES has its own Calendar and Instant Messaging system, in the future, it is expected that most Lotus Notes users will migrate to JES.
- 2.) **Webmail** - you will still have the ability to access your email anywhere there is Internet access, although the "look and feel" may change. Most users will find the new JES Webmail system as intuitive and easy to navigate as the current Webmail.

Q: What is the Calendar software like?

A: The online calendar will make campus scheduling more efficient. The JES calendar can be synchronized with a variety of Palm Pilots and other PDAs, and eventually cell phones and other digital appliances.

Q: What is IM?

A: It stands for Instant Messaging, and is a way to communicate quickly with others; primarily used for brief messages.

EDUCAUSE Attendees

Through a grant from the Davenport-Hatch Foundation, three SUNY Brockport faculty have been chosen to attend EDUCAUSE 2004, the premier IT event in higher education. **Douglas Scheidt** (Health Science), **Gail Rein** (Business), and **Kitty Hubbard** (Art) will represent SUNY Brockport and will be required to give a presentation upon their return. This year's event will be held October 19-22, 2004, in Denver Colorado.

CMST Summer Program

Leigh Little

This summer from July 12 to August 13, 2004, the Computational Math, Science and Technology Institute (CMST), administered by the Department of Computational Science, will be conducting its second year of Summer Workshops as part of the SCOLLARCITY grant.

Grant participants (teachers within the Rochester Central and Brighton School Districts) will learn how to use modeling and high-level modeling software packages to reinforce fundamental concepts in math and science. Participants also gain experience in integrating these packages into their course curricula and development of assessment rubrics. Some of the tools covered include TI graphing calculators, Stella, AgentSheets, Interactive Physics and Geometer's Sketchpad.

Brockport faculty members serve as instructors in the Summer Workshop. This year's faculty instructors are **Osman Yasar**, **Robert Tuzun**, **Leigh Little** (CPS), **Dawn Jones**, **Mihail Barbosu** (MTH), **Jose Maliekal** (ESC), **Adam Rich** (BIO), **Kulathur Rajasethupathy** (CSC), **Mark Heitz** (CHM) and **Mohammed Tahar** (PHY), **Peter Veronisi** (EDI), **Conrad Van Voorst** (EDI).

Upcoming Conferences

SUNYLA

The State University of New York Librarian's Association (SUNYLA) Annual Conference will be held at SUNY Cortland from May 25-27, 2004. For more information, please see: <http://library.cortland.edu/sunyla2004>
SUNY Brockport presenters include Betty Chan and Charles Cowling.

CIT

The Conference on Instructional Technologies (CIT) annual conference will be held at SUNY Stony Brook from June 1-4, 2004. For more information, please see: <http://www.cit.suny.edu>
Brockport attendees include Shannon Bradford, Craig Lending, and Osman Yasar.

STC

The SUNY Technology Conference (STC) will be held in Kerhonkson, NY from June 13-16, 2004. For more information, please see: <http://www.stc.suny.edu>
Dan Sargent and Tom Dunbar (MetroCenter) will be among those planning to be in attendance from Brockport.

SMRT Workshops

Jeff Post

As of May 16, 2004, Web Sami is being replaced by a new web based application developed by SUNY System Administration called SMRT (SUNY Management Resource Tool). SMRT is a part of SUNY's 5-year initiative to update their administrative systems to utilize the web for most applications. SMRT contains all of the functionality included in Web Sami with enhancements that include the ability to report summaries for multiple accounts in a department/unit and improved capabilities for printing reports and downloading reports to Excel spreadsheets. SMRT is now available to all Web Sami users. You can begin using it immediately. All questions concerning SMRT should be directed to the Budget Office - Jeff Post, x5131 or Judy Conway, x2565.

Please call Judy Conway if you would like schedule an individual training session. Please note that the security system has been changed from Web Sami. You will be required to enter your Brockport Web Mail user ID and password to access SMRT. If you have any questions or problems with your Brockport Web Mail user ID and password, please call Brockport's IT Support Services, x2368.

Two New Tablet PCs

Information Technology Services has acquired two Gateway Tablet PCs. Tablet PCs are small, light, 8 1/2" x 11" Windows computers. Their slate flat screens can be used for note-taking and other handwriting tasks using a stylus pen and "digital ink." The integrated Microsoft One Note software program instantly changes handwritten text into typeset text.

In April, Kirk Anne, SUNY Brockport CMST graduate student and SUNY Geneseo system administrator presented an informal discussion in Dailey Hall on the benefits of using this new technology. One Tablet PC will be available for short term faculty loan from Dailey Hall. Call x2368 if interested in using it.

ITS Acquires New Van

Information Technology Services, in conjunction with Academic Equipment Replacement funds from Provost Flanagan, recently acquired a new 2004 Chevy Express cargo van. The new van replaces the 14-year-old minivan used to haul equipment and AV gear. The van will be used not only to assist ITS staff in responding more efficiently to technology assistance requests, but will also allow ITS staff to deliver audiovisual and computer equipment to various campus locations in a timely manner. Look for the new green and yellow vehicle, unofficially named the "S.S. Bemis" in honor of Emeritus Director of Technical Services, **Gordon P. Bemis**, around campus this spring!



Photo: (from left to right) **Tanasee Connor, Anne Parsons, Edwina Billings, Frank Mancini, Richard Morrison, Robert Heywood, Tamera Loscombe, Janak Gada, Reddy Anugu, John Whitley, and Mary Jo Orzech.**

Kurzweil 3000 Workshop Recap

Thank you to **Dr. Moira Fallon**, and her EDI 705 students **Kerriann Callen, Noelle Ciriello, Elissa Dailey, and Jennifer Stremich**, for providing an in-service Kurzweil 3000 software demonstration on Friday, April 23, 2004. The workshop provided practical real-world examples of how to best put this assistive technology software program to use in the classroom. Kurzweil 3000 is a highly interactive learning tool with key features such as document scanning, document reading, word processing, a built-in syllable reader, letter by letter speller, dictionary, and spell checker. Especially interesting is this software's ability to assist independent and active learners through individual customizing. The program's ability to help students read and learn language, improve study skills, write and edit, and help with online research is impressive. Kurzweil 3000 is available for use at the SUNY Brockport MetroCenter, Cooper Hall Room C6, and the Dailey Hall SHEL Lab.



Photo: EDI 705 Students, **Dr. Moira Fallon**, and **Dan Sargent** were among those in attendance for the Kurzweil 3000 workshop.

Networking Update

Dave Strassenburgh's (ITSN) report at the 4/14/04 College Technology Council meeting is summarized below:

- ◆ Full T3 bandwidth is currently averaging 35-40% utilization with peaks up to 90% total bandwidth.
- ◆ New high capacity, multi port firewall has been purchased.
 - From 4/1/04 – 4/14/04 over 37,595 incoming/outgoing viruses were blocked (Banner firewall stopped 168 since 2/1/04)
 - From 4/1/04 – 4/14/04 over 276,480 incoming/outgoing intrusions were detected and stopped (Banner firewall stopped 3,190 attempts since 2/1/04)
- ◆ LDAP (used for authentication) implementation was started in January 2004.
- ◆ The following buildings have wireless access points installed in them:

Allen 2nd floor (1)	Library (6)	Edwards (3 upgrading to 9)	Seymour (5)	Tuttle North (2)
Brockway (2)	Harrison (2)	Holmes (1 for Honors Program)	MetroCenter (1)	
- ◆ The current “wired” campus network consists of 335 switches/hubs with 8306 ports (not including the SUNY Brockport MetroCenter).

ITS Student Employee Awards

Debasmita Roy, ITS A TEAM member, received this year's School of Letters and Sciences Award. The school award is based not only on Debasmita's outstanding academic record as a Biology and Computer Science major, but her impressive extracurricular achievements including being president of the International Student Organization and the Treasurer of the Computer Science Club. Debasmita has received a 2004 summer internship at Princeton University's genome research facility.

Michael R. Anderson and **Srinivas Krishnan** are the co-recipients of this year's Sherwin G. Swartout Award. This award is given in memory of Sherwin G. Swartout, Professor of Education (1950-1980) and national authority in the field of educational communications and technology. This award recognizes outstanding students employed by Information Technology Support Services, for excellence in performance of job responsibilities and commitment to effective use of instructional technology in higher education.

Student Staff Accomplishments

Desislava Boynska, ITS Student Supervisor, has received an internship with Nike, Inc. at their World Headquarters in Beaverton, Oregon for the summer. She will work in NIKE's Adrenaline 2004 Internship Program in the B2E Department as a web/program developer.

Srinivas Krishnan, ITS HelpDesk staff member, recently presented research findings at the prestigious NCUR Conference (The National Conference on Undergraduate Research) in Indianapolis, Indiana.

Shawn Petti, ITS HelpDesk staff member, and Computer Science major, has recently been hired by Hurricane Technologies in Avon, NY. Shawn graduates this May and will go to work soon thereafter.

Steven Sirianni, ITS HelpDesk staff member, and Computer Science major, has recently been hired by Paychex, Inc., in Henrietta NY. Steve will graduate this May 15th, and will begin work May 17th as a Software Developer.

Congratulations to all ITS employees!

The above list is by no means exhaustive, rather, it is used to illustrate the value of working in Information Technology Support Services. Students interested in working for ITS should contact Anne Parsons at x5470 or visit <http://www.itss.brockport.edu/application.html>.

Faculty/Staff Technology Support Initiative Awards

Over forty faculty/staff technology support initiative proposals were submitted in January, 2004. The program awards \$50,000 from the College Technology Council (CTC) funding for the innovative use of technology. Shannon Bradford, Director of the Center for Excellence in Learning and Teaching, coordinates the program. Technology Support Initiatives were awarded to the following:

Name:	Department:	Awarded:	For:
Betty Chan	Library	\$719.98	Color Laser Printer
Charlie Cowling	Library	\$900	Two palm pilots
Linda Hacker	Library	\$2255.60	NetOp software
Lori Lampert	Library	\$1800	Reference/research software
John Michaels	Mathematics	\$1710	Texas Instruments calculators (5)
Sylvia Tortora	Research Foundation	\$1958	Laptop computer and projector
Patricia Siegel	Foreign Language	\$450	Macromedia language software
Dawn Jones	Mathematics	\$1169.95	License for Geometer's Sketchpad
Dmitri Popov	Physics	\$4050	Spark gap discharge equipment
Bill Dresnack	Business	\$945	Videotaping equipment
Gregory Saxton	Public Administration	\$1142.75	Survival analysis software
Lauren Lieberman	Physical Education	\$4417	Physical activity measurement equipment for children with visual impairments
Susan Petersen	Physical Education	\$3622.50	Handheld computers to assist teaching
Jim Morris	Art	\$2691	Laptop computer and digital camera
Kitty Hubbard	Art	\$3044.95	Laptop computer and photo software
Debra Fisher	Art	\$3553	DVD player, DVDs, CD-ROMs, videos
Anne Parsons	ITSS	\$4500	Multi-purpose scheduling software
Dan Raimondo	Campus Life	\$783	Hardware to enhance Helpline email
Elizabeth Caruso	Health Center	\$4500	Scheduling/data management software
Reddy Anugu	ITSS	\$698.98	Digital video hardware and software
Robert Heywood	ITSS	\$990	Personal computer response system
Maryellen Post	Enrollment Man.	\$4050	Hardware and software allowing students with disabilities to use technology

Printing in Labs

Printing from ANGEL, Electronic Reserves, PowerPoint, and other software applications can be resource intensive when multiplied by every student in a class. Faculty are asked to help conserve paper and toner in the Library and computer labs by following these suggestions:

- 1.) Use black letters on a white or light background for PowerPoint slides. Black or a dark background uses much more toner than standard printing.
- 2.) Provide students instructions on how to print 3 or 6 PowerPoint slides per page.
- 3.) Use a standard 12 point font or smaller for printing (larger when presenting).
- 4.) Reinforce to students the advantages of double sided printing.
- 5.) If everyone must have a copy, print one copy and take it to the print shop for reproduction.
- 6.) Break large jobs up into smaller sections and print during off hours (mornings or after 5 pm).

Note: Dailey Hall does not permit jobs over 50 pages without prior arrangement.

Do you have other ideas, suggestions, or tips for conserving paper and toner? We would love to hear your input.

Please send your suggestions to morzech@brockport.edu

Where are they now?

Kevin Poppenburg - (2003 alum - Computer Science) stopped by on a recent visit to Brockport. He is currently working as a computer programmer for the Marion County government in Florida.

Alison Spath - (2001 alum - Computer Science) visited Dailey Hall recently with her newest addition, a baby girl named Ava Kowalik Spath.

Kathryn Heneghan - (1994 alum - Computer Science) was seen on campus recently. After spending several years at the advertising firm of Saatchi & Saatchi, she is now employed at ADT.

ITS Staff in the News

Frank Mancini, Media Services, has been selected to attend the 2004 Extron Institute in Anaheim, California. This 2 day, all-expense paid program at the School of Instructional A/V Technologies includes classes on video system components, signal transmission and distribution, and integrating IP into today's A/V systems.

Richard Hart, Media Services, is a recipient of the 2004 Outstanding Service to the College Award.

More TEC Classrooms Planned

The next round of Technology Enhanced Classrooms (TEC) will be installed during the summer of 2004. The classrooms that will be upgraded are: 106A Allen, C-2 Cooper, 204 Holmes, 121 Smith, and 1102 Tower Fine Arts. Each room will have a computer with wireless mouse, a computer/video projector, a DVD/VCR, a sound system, a laptop connection, and a system to control the projector permanently installed. These rooms will be ready for use in the Fall 2004 semester. This installation will bring the total number of TEC rooms to 19 with an additional 6 classrooms scheduled to be installed during the summer of 2005.

Drake Library News

Eileen O'Hara & Shikha Sharma

TV News Transcripts Available

Did you ever want a transcript for a segment on 60 Minutes, 20/20, The Today Show or The NewsHour with Jim Lehrer? Drake Library has them! Transcripts are available online for the major national media programs from ABC, CBS, NBC, CNBC, CNN, Fox, NPR as well as "political transcripts" from sources such as the BBC, Le Monde, the Federal News Service. Updates are done daily with archives as far back as 10 years for some programs. To get to the transcripts: go to <http://www.brockport.edu/library>. Click on "Article Databases A-Z", then choose Lexis-Nexis. Click on "News" and choose "News Transcripts" as a category. You can search any number of ways...by program, interviewer, subject keyword, date. Take a look!

New Utility To Find Full-Text Articles

Have you used any of the Library online databases recently? You may have noticed that if a certain article is not full-text, you can order your personal assistant to go look for it. We use a software called SFX to provide this service. As you know, not all articles are available full-text in every database but clicking on "Get Text" will activate a search to check all our full-text databases for you. If it is found, you can click on the "SFX Symbol" to go directly to that article. In some cases, due to varying licensing agreements, instead of taking you directly to the article, you may be directed to the journal's homepage or the table of contents for the specific issue of the journal. In that case, you'll have to navigate the publisher's site yourself to get to the full text. If SFX cannot find the article full-text online, you have an option to launch a search in the Library Catalog to see if we have the specific issue of that journal in hardcopy. If we don't, you can click on the Inter Library Loan link to place a request.

ITSS Computing Workshops with Diane White

May 17 - 21, 2004

“Statistics show employees trained on software are six (6) times more productive than those who are not.”
-Gartner Group-

Update your MS Office, Dreamweaver, and other PC/software skills with these hands-on courses for faculty and staff. All sessions are held in Dailey Hall, 2nd floor, room 202. Sessions will be taught by **Diane White**. Register early for any of these half day sessions by calling x-2368 or by e-mailing tloscomb@brockport.edu.

Monday, May 17

Microsoft Word Intermediate - (Document Editing)..... 9:00 am - 12:00 pm
Adobe Acrobat Forms - (Creating Online Forms)..... 1:00 pm - 4:00 pm

Tuesday, May 18

Dreamweaver I - (Creating Web Pages)..... 9:00 am - 12:00 pm
Microsoft Excel I - (Creating Spreadsheets)..... 1:00 pm - 4:00 pm

Wednesday, May 19

Dreamweaver II - (Creating Web Pages)..... 9:00 am - 12:00 pm
Microsoft Excel II - (Creating Spreadsheets)..... 1:00 pm - 4:00 pm

Thursday, May 20

Microsoft Access Overview Basics - (Creating Databases)..... 9:00 am - 12:00 pm
Securing Your PC & Protecting Your Online Privacy I..... 1:00 pm - 4:00 pm

Friday, May 21

Microsoft PowerPoint Presentation Skills - (Creating Slideshow Presentations)..... 9:00 am - 12:00 pm
Securing Your PC & Protecting Your Online Privacy II..... 1:00 pm - 4:00 pm

Workshop Descriptions

Adobe Acrobat Forms - Learn how to create viewable online forms from a variety of different software programs by converting them to .pdf format.

Dreamweaver I & II - Learn how to create and publish web pages.

Microsoft Access Overview Basics - Learn how to create databases to track and manage information.

Microsoft Excel I & II - Learn how to perform calculations, analyze information, and manage lists in spreadsheets or web pages.

Microsoft PowerPoint Presentation Skills - Learn how to create and edit presentations for slideshows, meetings, and web pages.

Securing Your PC & Protecting Your Online Privacy I & II - Learn how to secure your files and protect your privacy by blocking and removing viruses, SPAM, and Spyware from your personal computer.

UB Summer Institute Sessions

Registrations are now being accepted online for the 2004 Summer Institute sessions, co-sponsored by the Center for Teaching and Learning Resources and the University Libraries, University at Buffalo. The sessions take place on Wednesdays, July 7-28, from 10:30-noon, in 120 Clemens Hall on UB's North Campus.



The sessions are **FREE OF CHARGE. REGISTRATION IS REQUIRED.** Please register online at <http://www.buffalo.edu/ctrl> or contact Lisa Francescone by email at lcf@buffalo.edu or by phone at (716) 645-7328.

July 7: Teaching the Millennials
Stewart M. Brower
Information Management Education Coordinator
UB Health Sciences Library

Commonly referred to as Millennials, the latest generation of college students and all students born after 1980 are the most numerous, affluent, and ethnically-diverse generation in American history. They can be a demanding group to instruct, especially in information skills. This session will examine what methods work best in reaching this generation of learners.

July 14: Roadblocks, Detours, The Amazing Race(tm)
Cynthia A. Tysick
Senior Assistant Librarian, UB Arts & Sciences Libraries
Kim-Alla Swanton, Lecturer, UB Dept. of Communication

Reality shows are tremendous ways to get students excited about research and learning. Recently, Swanton and Tysick teamed up to design a spin-off of the popular CBS reality show, The Amazing Race. Student teams navigated across the libraries to tap resources on Affirmative Action. The race ended with a photo finish and a standing ovation from classmates! A DVD was created of race action. The next version of the "Race" involves rap music and censorship. The presenters will take attendees through a mini-version of the race and show them how the race can be run in their classes.

July 21: From Theory to Practice
Learning Theory and Effective Instruction - Part 1.
Dr. Jeffrey A. Liles, Library Instruction Coordinator
Milne Library, SUNY Geneseo

Dr. Liles will review the most important learning theories of the last century, the assumptions upon which they are based, and their impact on how teachers plan, teach, and assess instruction. He will also present a research-based general instructional model that is flexible enough for college instructors from every discipline.

July 28: From Theory to Practice
Learning Theory and Effective Instruction - Part 2.
Kimberly S. Davies, Sr. Assistant Librarian
Milne Library, SUNY Geneseo

Ms. Davies will conduct an interactive session in which she models the planning, teaching, and assessment methods and strategies that she and others have employed at Milne Library. The two sessions together help cement the connection between theory and practice.

FAQ's - Firewalls, Spyware, SPAM, Email Filters

Disclaimer: These suggestions are provided as a service to our user community. No guarantees of compatibility or effectiveness are implied.

Q. Can you suggest inexpensive personal firewall software?

- A. 1.) Windows XP** already comes with a built in firewall.
 2.) **Zone alarm** - <http://www.zonealarm.com/>
 3.) **Tiny firewall 5.0** - <http://www.tinysoftware.com>
 4.) **McAfee personal firewall** - <http://us.mcafee.com/>

Q. What is Spyware and how do I get rid of it?

- Spyware refers to programs on your computer that steal information about you and your computer use.

- A. 1.) For various anti-spyware software solutions see** - <http://www.pcsecuritynews.com>
 2.) **Spybot** - <http://www.download.com/>
 3.) **Ad-aware** - <http://www.lavasoftusa.com/>

Q. What is SPAM and how do I get rid of it?

- SPAM refers to unwanted popups/email that solicit you for products and services.

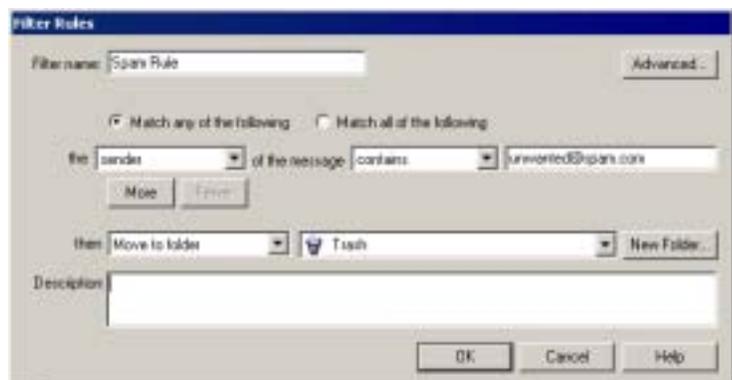
- A. 1.) SPAM Assassin** - <http://www.spamassassin.org/>

Q. What are email filters and how do I use them?

- Filters allow you to set rules for Email that you do not wish to accept.

- A. 1.) Using Netscape Messenger 4.05 as an example** - You can find Netscape Messenger's filtering features in the "Edit" menu as the "Mail Filter" option. The "New" button displays the dialog box for defining filters.
 2.) **Lotus Notes** - For directions, contact Heidi Melens at hmelens@brockport.edu or x-2385.
 3.) **Webmail** - Filters are not available for Webmail at this time, but will be in August. Stay tuned.

Netscape 4.x sample screen
for setting filters.



Antivirus FAQ:

Mike Anderson

Q. How can I tell if my virus checking software is up to date?

For Faculty-Staff on-campus using McAfee:

- 1.) Right Click on the V-Shield on the taskbar - bottom right hand corner of the screen next to the clock.
- 2.) Click on About
- 3.) Look at the Created On Date for the Virus Definitions.

**If it has been updated it will have a current date.

**If it appears out of date (e.g., more than one month) call x5151 for assistance in updating.

For Students or off-campus users of the McAfee home edition:

- 1.) Double Click on the V-Shield on the taskbar - bottom right hand corner of the screen next to the clock.
- 2.) Note how many days old your Anti-Virus is.
- 3.) If your Anti-Virus is outdated, it will tell you to "Click here to Update." Do so and it will be updated.

LANDesk Implementation

Frank Wojcik

Last August, as students arrived for the fall semester, SUNY Brockport experienced an unprecedented attack on our campus computing network in the form of virus and worm infestations. As a direct result of this the network was crippled for several days, and many individual computer users were inconvenienced for weeks. Information Technology Services (ITS) responded by devising a multi-faceted approach to ensure the future security of our network. ITS quarantined infected computers, distributed anti-virus software, updated software patches, installed new campus firewalls, and educated the community about personal computing safety. These actions required thousands of hours of work by our professional staff and student assistants.

As part of our ongoing network security activities, ITS is installing LANDesk software on all College-owned computers. This software is already installed on ITS staff computers and on computers in Allen Administration Building. Installation is underway in the Faculty Office Building. We will soon require that all College-owned computers have LANDesk installed in order to connect to the campus network.

ITS will use LANDesk to do the following:

- Distribute software updates and patches via the network to desktop computers in offices and labs.
- Perform remote diagnostics and repairs in response to Help Desk problem reports. You, the end-user, must activate this feature before ITS can utilize it.
- Keep inventory records for hardware and software.

For a list of Frequently Asked Questions (FAQ) related to LANDesk, see <http://www.brockport.edu/its/helpdesk/landesk/faq/faq.html>

For additional information on LANDesk, see <http://www.landesk.com>.

Desktop management software such as LANDesk is being used at a growing number of college campuses. We expect that LANDesk will enable us to provide improved service to our entire community. Thank you in advance for your cooperation and support.

Information Technology Services

Frank Wojcik, Dean of Information Resources, CIO, and Director of Library
Information Technology Services includes Drake Library, ITSN, ITSS, and Media Services areas.

IT Support Services

Orzech, Mary Jo, Director

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E-Mail: fmancini@brockport.edu

Reining, Cheryl, Media Services

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E-Mail: creining@brockport.edu

Dailey Hall Hours of Operation*

Monday - Thursday 8:00 am - 1:00 am

Friday 8:00 am - 9:00 pm

Saturday 9:00 am - 9:00 pm

Sunday 1:00 pm - 1:00 am

* Hours of operation are subject to change between semesters.

Telephone Numbers

Dailey Hall 2nd floor desk 395-2247

Fax 395-2399

Status Phone 395-2390

Computer Labs in Dailey

202 PC Teaching Classroom

203 PC Teaching Classroom

205 PC Teaching Classroom

212 Sun Lab

213 Computer Skills Testing

*210 Software Hardware Evaluation Lab

*by appointment only 395-2463

On-Line Forms @ ITSS Web Site

- Resource Request Form
<http://www.itss.brockport.edu/request.html>
- Faculty/Staff Account Form
<http://www.itss.brockport.edu/facacct.html>
- Student Employment Application Form
<http://www.itss.brockport.edu/application.html>
- Workshop Registration Form
http://www.itss.brockport.edu/workshop_reg.htm
- ITSS Comments/suggestion Form
<http://www.itss.brockport.edu/feedback/feedbak.htm>

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